



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Gallatin River Communications L.L.C.
d/b/a CenturyLink GRC
for quarter ending March 31, 2005

Performance Data	January	February	March	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.36	3.43	3.41	3.40
B. Operator Answer Time - Information [730.510(a)(1)]	5.43	4.87	4.60	4.97
C. Repair Office Answer Time [730.510(b)(1)]	7.00	7.00	7.00	7.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	6.00	8.00	10.00	8.00
E. Percent of Service Installations [730.540(a)]	99.54%	99.73%	99.82%	99.70%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	99.62%	100.00%	100.00%	99.87%
G. Trouble Reports per 100 Access Lines [730.545(a)]	1.48	1.07	0.81	1.12
H. Percent Repeat Trouble Reports [730.545(c)]	8.71%	5.69%	0.18%	5.69%
I. Percent of Installation Trouble Reports [730.545(f)]	2.49%	3.31%	2.98%	2.87%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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